

The Wrath of QA

Produced/Directed/Created

by:

(b)(3)

Technical Consultants:

(b)(3)

cia

*No case managers were harmed during the making of this production.

APPROVED FOR
RELEASE DATE:
28-Feb-2014

Top 10 Mistakes

10. Incorrect formatting.
9. Incomplete/inaccurate distribution pages.
8. Using different fonts within same letter.
7. Wrong classifications on headers/footers.
6. Not using correct addresses.

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Top 10 Mistakes

5. Forgetting the reference number or writing the incorrect one.
4. Not changing 45 days to 60 days in appeals paragraph for overseas.
3. Not modifying templates when needed.
2. Not paying attention to details in the initial letter and tasks to ensure response letter matches/makes sense.
 - Don't forget to re-verify what you see in a task if it does not make sense or seems incorrect!

It's all in the details!!

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Top 10 Mistakes

1. Not using the templates or modifying them when appropriate!

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The FOIA Motto:

Proofread

Proofread

Proofread!!

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Distribution Pages

■ Things to include on the distribution page:

- Release Decisions
- Denier Names (e.g. Denier: DIR/IRO)
- MFR (when appropriate)
 - Include name of authorizing person, date, location/form of decision (e.g. Lotus Note), the facts of the decision, why a particular decision was made
 - Any acceptance stipulations
- CADRE Ref IDs of documents previously released and/or denied
- CADRE Ref IDs of cross references and piggyback cases
- NEW RELEASES: Identify CADRE Ref IDs of materials that require 7th floor approval (include material with additional data released)

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Letter Titles

- **Change titles of correspondence in Letter Generator:**
 - For example, do not leave a FINAL RESPONSE as an INITIAL REQUEST
 - Once you update this, you do not have to update the metadata.
- **Change titles of correspondence in Metadata:**
 - Typically only for migrated cases (those not accessible within Letter Generator)
 - In correspondence folder, right click on letter title to be changed
 - Select Open Document Index
 - Change Title Name
 - Click on Save
 - Close Document Index Window

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Deleting Correspondence

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- Contact [REDACTED] and have them remove ALL deleted correspondence from the case BEFORE letter goes through the final review process!

Approved for Release: 2014/04/09

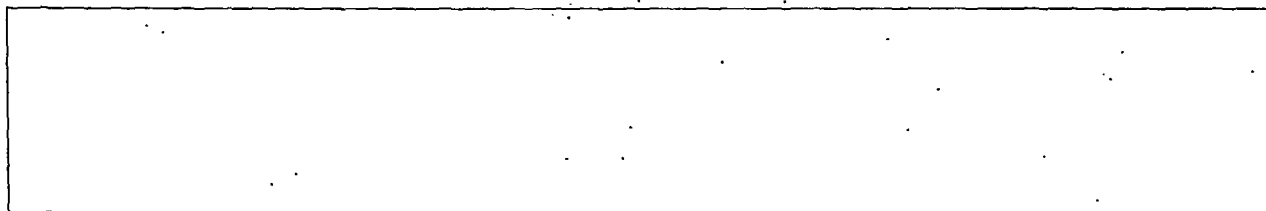
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Reference

Correspondence Style Guide & Proofreading Checklist



See it! Know it! Use it!

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ACT II

(Other Miscellaneous Stuff)

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Metadata Review

- Check metadata before passing/failing a document (at the Product Generation QC stage).
 - Title (ensure it is sanitized)
 - Publication Date
 - Classification
 - Keywords

- The Document Originator field is not currently on the Product QC screen. Until it is, it is important that you check the Document Index screen before burning a document.

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Folder Review

- Ensure hard copy folders are organized and clean of duplicate/unnecessary items.
 - Remove scan request sheets
 - Include only 1 copy of correspondence and documents (includes Lotus Notes)
 - Paper clip together (in separate groups):
 - Correspondence (not to include Lotus Notes)
 - Taskings (include Lotus Notes with this group)
 - Research

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FOIA Case Logs

- Check S: Drive for previously completed case logs. You may not need to run another one.
- If previously completed case log unavailable, run one using the MORI Viewer Tool—"Get Case Log."
- Copy into an Excel spreadsheet the following columns:
 - Case Opened
 - Case Number
 - Subject
- Sanitize subject column of Privacy data
- Save spreadsheet to

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